

Configure Flowtime Lite Portal Messages

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V9.7

Overview

The Flowtime Lite portal Conversations View supports Lite messages only. For the Flowtime Lite portal to communicate with the internal system through messages, the internal system Conversations View supports Internal messages as an option.

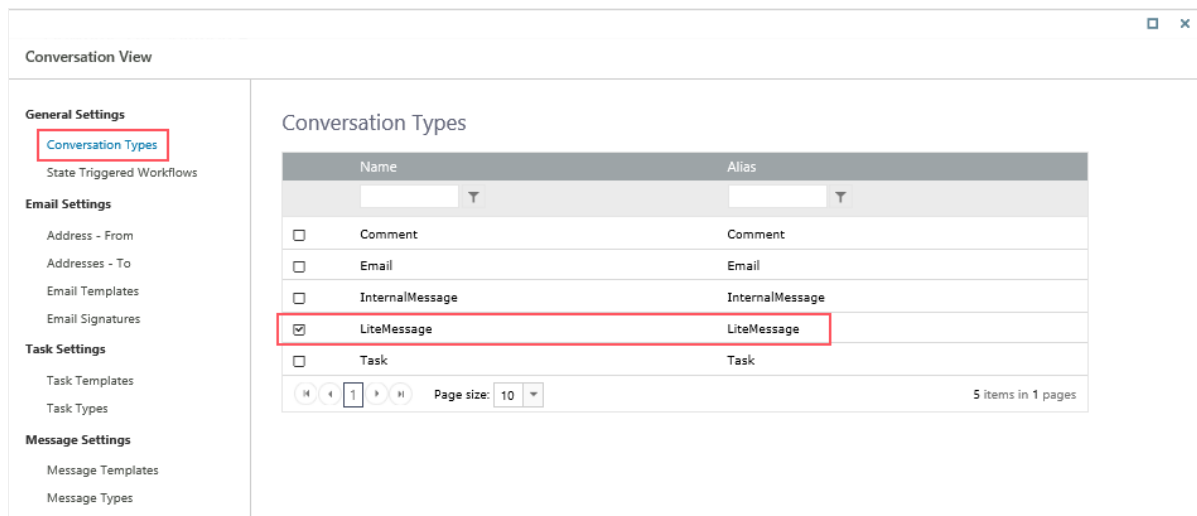
Lite messages

The messages created within the Flowtime Lite portal are referred to as Lite messages. You need to enable the LiteMessage conversation type in your solution settings.

Enable LiteMessage conversation type

1. In the Administration site, under Solutions, open the Flowtime Lite solution you have created.
2. Go to **Solution Components > Conversations View**.
3. In the Conversation View window, under **General Settings > Conversation Types**, select **LiteMessage** only.

By default, all conversation types are selected.



The screenshot shows the 'Conversation View' window. On the left is a sidebar with 'General Settings' expanded to 'Conversation Types'. The main area is titled 'Conversation Types' and contains a table with columns 'Name' and 'Alias'. The table lists five conversation types: Comment, Email, InternalMessage, LiteMessage, and Task. The 'LiteMessage' row is selected, indicated by a checked checkbox and a red highlight box around the row. The table also includes search filters, pagination controls (showing page 1 of 1), and a page size of 10. The status at the bottom right of the table indicates '5 items in 1 pages'.

Name	Alias
<input type="checkbox"/> Comment	Comment
<input type="checkbox"/> Email	Email
<input type="checkbox"/> InternalMessage	InternalMessage
<input checked="" type="checkbox"/> LiteMessage	LiteMessage
<input type="checkbox"/> Task	Task

You can add the LiteMessage conversation type to the solution using the Conversations View built-in command.

To add Lite Messages to Conversations View, you can use the Create Conversation Item built-in-command.

1. Add a Built-In Command activity to the form.
2. Select **Case Operations > Create Conversation Item**.
3. Click **Next**.
4. Add the following command parameters:
 - o workflowInstanceId: the master or the sub workflow id.
 - o conversationItemState: For details, see [this article](#).
 - o ConversationItem: select the Type as **LiteMessageConversationItem**.
 - FormId: For a Form, value is the ActivityInstanceId. For a Task, value is the ActionItemId.

- FormType: value can be Form or Task.
 - FormExecuted: whether the form is executed or not. Value can be True or False.
 - From: relevant only for *Incoming* state.
 - To: relevant only for *Sent* state.
 - Body
 - Attachments
 - createdByUserId: Default is the current user executing the command activity.
5. Click **Finish**.

IMPORTANT

Make sure you have *Execute* permissions in the master workflow.

Internal messages

To communicate through messages with the Lite portal, you can enable the InternalMessage conversation type in the solution settings of the internal system.

Enabling Internal message type conversation allows users to only reply to the incoming internal messages and doesn't allow creating new internal messages from the case conversation. The reply is sent only to the same recipients and no new recipient can be added to the To list.

Enable InternalMessage conversation type

1. In the Administration site, under Solutions, open the solution you have created for the internal system.
2. Go to **Solution Components > Conversations View**.
3. In the Conversation View window, under **General Settings > Conversation Types**, select at least **InternalMessage**. You can select other conversation types except LiteMessage to add other communication types.

By default, all conversation types are selected.

The screenshot shows the 'Conversation View' window. On the left, there is a sidebar with 'General Settings' expanded to 'Conversation Types'. The main area displays a table of conversation types. The 'InternalMessage' row is highlighted with a red box, and its checkbox is checked. The 'LiteMessage' row is also visible but its checkbox is unchecked.

Name	Alias
<input checked="" type="checkbox"/> Comment	Comment
<input type="checkbox"/> Email	Email
<input checked="" type="checkbox"/> InternalMessage	InternalMessage
<input type="checkbox"/> LiteMessage	LiteMessage
<input checked="" type="checkbox"/> Task	Task

You can add the InternalMessage conversation type to the solution using the Conversations View built-in command.

To add Internal Messages to the Conversations View, you can use the Create Conversation Item built-in command.

1. Add a Built-In Command activity to the form.
2. Select **Case Operations > Create Conversation Item**.
3. Click **Next**.
4. Add the following command parameters:
 - workflowInstanceId: the master or the sub workflow Id.
 - conversationItemState: should be **Incoming**, but can be any state.
For details, see [this article](#).
 - ConversationItem: select the Type as **InternalMessageConversationItem**.
 - To: relevant only for *Sent* state.
 - From
 - Type: relevant only for *Sent* state.
 - Body
 - Attachments
 - createdByUserId: Default is the current user executing the command activity.
5. Click **Finish**.

IMPORTANT

Make sure you have *Execute* permissions in the master workflow.

Message settings for internal messages

For internal messages, you can add the message templates and types using the Message Settings in the Conversation View window in the solution settings.

Message setting	Description	Parameter
Message Templates	Create message templates that can be applied by the end users.	<ul style="list-style-type: none"> • Name: Template name • Alias: Template alias • Message: Template message
Message Types	Set up the types of messages end users can select while sending messages.	<ul style="list-style-type: none"> • Name: Message type name • Alias: Message type alias • Add Template: Assign existing message templates to a message type.

Configure state triggered workflows

You can configure the system to initiate a specific workflow and perform an action when a conversation item changes to a specific status.

For details, see the Configure state triggered workflows section in [this article](#).